

VERIZON WHOLESALE

CUSTOMER SPECIFIC PRICING AGREEMENT (“CSP”) RESALE REVIEW

PROCESS

1. Wholesale Account Management

- Upon receipt of a completed CSP Review Request form from the Reseller, the Wholesale Account Manager reviews and forwards the request form to Wholesale Product Line Management (PLM) to begin the data gathering process

2. Product Line Management

- Checks the form for accuracy and adds any additional relevant information, if applicable
- Assigns a tracking number and redacts information that might otherwise identify the Wholesale Customer to Verizon’s Retail organization
- Forwards the updated request form to Wholesale Legal, Retail Legal and Retail Business

3. Retail Business and Legal retrieve Reseller-requested CSP contract

4. Wholesale and Retail attorneys

- Review the requested CSP and identify terms and conditions to determine eligibility for resale
- Secure Retail customer authority to share terms, if required by CSP or CPNI regulations, if the CSP is eligible for resale

- If CSP is not eligible for resale, Verizon Wholesale Attorney sends letter of explanation to Reseller

5. Retail Legal and Product Line Management

- Prepare a summary of contract terms for the Reseller, redacting any information that would identify the Retail customer and other information prohibited for inclusion by CSP confidentiality provisions
- Forwards the summary of contract terms to Wholesale Account Management and Product Line Management
- Account Manager sends the summary of contract terms to the Reseller for review

6. Reseller Review

- Account Manager makes arrangements for Reseller to review actual CSP contract if requested

7. Implementation

- Reseller signs letter of acknowledgement (“LOA”) agreeing to resell in compliance with applicable terms of the CSP and applicable law
- PLM works with internal organizations and the Reseller to implement the resold CSP

Specific time frames associated with the CSP Resale process, if applicable, may be found in respective State Resale Tariffs.